



Title	Family Services Case Manager
Reports to	Team Leader - Family Services
Classification	SCHADS level 5
Direct Reports	Nil
Last Updated	February 2019

Good Shepherd Australia New Zealand (GSANZ)

Good Shepherd Australia New Zealand (GSANZ) aspires for all women, girls and families to be safe, well, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and to support our communities to thrive.

Our Safety & Resilience services are delivered across Victoria and New South Wales, and include integrated family services, a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.

Role Purpose

Family Services is an alliance of partner agencies working across the Bayside Peninsula area in the delivery of family services. Good Shepherd Australia New Zealand, in conjunction with other agencies, operates the Support & Safety Hub. The Hub provides a central intake and referral point to a range of community-based family services and other supports within the Bayside Peninsula catchment area of Glen Eira, Stonnington, Port Phillip, Bayside, Kingston, Frankston and Mornington Peninsula Shire.

The Family Services case manager is part of the Good Shepherd Family Services team and is based at either the Mornington or Hastings office.

Qualifications and Mandatory Requirements

1. Appropriate degree level qualification in Social Work, Psychology, or a related discipline is essential
2. Demonstrated experience in case management and casework including the ability to carry out assessment and make recommendations on service response.
3. Demonstrated experience working from a competency/strengths based solution focused framework with families and individuals presenting with complex needs and behaviours (e.g. substance abuse, mental health, parenting issues, disability, relationship issues) and/or from CALD or indigenous backgrounds.
4. Demonstrated experience in facilitating parenting programs and/or group work with children, young people and families.
5. Demonstrated knowledge and understanding of working within the 'Best Interest Case Practice Model.'
6. Excellent organisational, interpersonal and communication skills, including:
 - a. Interviewing and counselling skills
 - b. Writing skills - reports, correspondence, case notes, records/data entry

- c. Oral skills - liaison, consultation, negotiation, telephone
- d. Advocacy skills
- e. Networking skills.

Responsibilities

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Provide, to families with complex needs and behaviours, effective case management and in home support service incorporating assessments and a practical support plan with a focus on children's safety, stability and developmental needs and the development of parenting skills.
- Strengthen parenting competencies and confidence
- Enhance family, child and youth health and well being
- Prevent child abuse and neglect
- Support families, children and young people through major life transition times
- Support families, children and young people through major crises.
- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client in order to reflect and improve on own practice
- Maintain a client centered approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Meet reporting requirements that include the collection, analysis and reporting on program data and the writing of case notes and maintenance of case files to a high professional standard.
- Maintain accurate data, information and reporting at all times
- Look for opportunities to balance workload with other team members as required to ensure targets are met
- Maintain agreed case load
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

Compliance

- Maintain client files, case notes and data in accordance with funding body and agency standards
- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Reconciliation

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals

- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

Value of each person

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

Justice

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

Zeal

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

Audacity

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.